

Business Report

Recommendation:

That the Chief Executive's report be received.

Prepared by:

David Warburton, Chief Executive

Corporate

Flexible Work Arrangements

Flexible Work Arrangements are already available for a number of employees at Auckland Transport. We will be further supporting this approach with new tools, processes and training, which will be tested during a pilot, which this month (February) within our AT Metro and Infrastructure teams. The new framework will ensure employees are able to achieve work-life balance through appropriate workplace flexibility, while maintaining effective business performance and high standards of customer service. Common examples of flexible work include flexible start/finish times, part-time, working from home, job sharing, compressed working and graduated retirement. This initiative will also assist in restraining corporate accommodation requirements.

Finance

The Heads of Agreement in relation to the sale of diesel trains was signed late in 2015. The Sale and Purchase Agreement which will include all legal terms of the sale has been drafted. This is now in negotiation with the prospective purchaser with an objective to make the first shipment by the end of April 2016.

The Half Year Financial Statements were completed.

Procurement

December 2015

Twelve tenders were published in December with an estimated value of \$16 million. Three tenders had an estimated value of over \$2 million each.

Tender	Type
Mangere Future Streets Stage 3 – Mascot Avenue	RFT
Warkworth Western Connector	RFT
SuperGold Subsidy for Exempt Ferry Services (Matiatia Wharf, Waiheke)	RFQ

101 Contracts were issued in December with a total value of \$67 million. Five contracts were over the value of \$2 million.

Contract	Supplier
Otahuhu Bus Train Interchange Main Works	Downer New Zealand Limited
ITMS Agency Agreement and Transition Plan	Fujitsu New Zealand Limited
Street Lights – Energy Supply	Meridian Energy Limited
HP SLA Software Licence Fee and Supply	HP Financial Services (New Zealand)
Rail Design and Constructability Services	Rail Infrastructure Consultants (NZ)

January 2016

Five tenders were published in January with an estimated value of \$6 million. One tender had an estimated value of over \$2 million.

Tender	Type
Mt Roskill Safe Route	RFI

105 Contracts were issued in January with a total value of \$12 million. No contracts were over the value of \$2 million.

Proposed Auckland Unitary Plan (PAUP)

In January 2016 AT presented evidence to the Auckland Unitary Plan Independent Hearing Panel in support of the Council on the Rural Urban Boundary topic. This topic will determine the location and quantum of greenfield growth in Auckland over the next 30 years. AT is also presenting the following evidence to the Auckland Unitary Plan Independent Hearing Panel between 15 February and 29 April 2016:

1. Rezoning - support for the Council's position on the location of zones.
2. Precincts - support for the Council's position on site specific provisions.

Approximately 35 hearing days have been scheduled for these topics from February to the end of April.

Special Housing Areas (SHAs)

Hearings were held in December for Flatbush (approx. 2,500 dwellings), Hingaia (approx. 4,800 – 6,000 dwellings) Oraha Road and Huapai (220 dwellings) SHAs. Hearing decisions are pending. Positive transport outcomes have been considered for each SHA.

Transport infrastructure delivery negotiations are underway with developers in Huapai (Station Road), Scott Point and Hingaia.

Auckland Council has recommended 15 sites in Tranche 9 to the Minister for approval enabling a potential of approximately 4,500 dwellings, these were due for gazetting by the Minister in the week of 9-12th February.

AT is completing its due diligence assessment of approximately 78 sites for Tranche 10. These will be considered by the Auckland Development Committee at its February meeting in the Closed Session.

Central Government Documents for Feedback

Strategy and Planning is currently leading AT's review of Central Government documents open for comment.

1. Resource Legislation Amendment Bill 2016 – submissions close 14 March 2016:

This is the second phase in a series of substantial changes to the Resource Management Act 1991 (RMA) in addition to several other statutes.

2. The Productivity Commission has released an Urban Planning 'Blue Skies' Issues paper – submissions close 9 March 2015

The paper looks at urban planning interventions and funding and governance frameworks delivered by the Local Government Act, RMA, Land Transport Management Act and others.

Customer Insights

Focus groups have been completed with light commercial transport users across Auckland, identifying transport and communications challenges, and focussing on transport priorities for their business. These are primarily associated with total time taken and reliability of trip time, and present real challenges and costs for business. Knowledge and communications challenges exist around understanding changes they see across the roading network, and understanding how these are linked as part of a comprehensive transport strategy. Customer Insights will next review methods for tracking business needs and attitudes quantitatively, and incorporating with existing survey programmes.

Customer Service Metrics – December/January

Customer Contact Metrics – December 15

- Average call wait time: AT Metro 21 seconds, AT HOP 17 seconds
- Service level: AT Metro 73%, AT HOP 79%, AT Specialist Team - core hours 83%
- Abandonment of call: AT Metro 7.69%, AT HOP 5.06%, AT Specialist Team – core hours 3.1%
- Call volumes: AT Metro 40,948, AT HOP 9,602, AT Specialist Team – core hours 16,091

Customer Contact Metrics – January 16

- Average call wait time: AT Metro 14 seconds, AT HOP 6 seconds
- Service level: AT Metro 82%, AT HOP 93%, AT Specialist Team - core hours 83%
- Abandonment of call: AT Metro 4.1%, AT HOP 1.14%, AT Specialist Team – core hours 3.2%
- Call volumes: AT Metro 34,229, AT HOP 8,574, AT Specialist Team – core hours 15,456

Regional Land Transport Programme (RLTP) Funding

During the months of December 2015 and January 2016, the following projects were approved for funding by the New Zealand Transport Agency:

- **Auckland Cycle Network – City Centre Network (Detailed Business Case)** – This activity has been approved for a total of \$2.84 million (including \$986,340 from the National Land Transport Fund and \$910,000 from the Urban Cycleways Fund)
- **Ferry Services Improvement (Implementation)** – Approved for a total of \$8.1 million (\$4.14 million from the National Land Transport Fund)

- **Responding to Auckland Growth Areas (Programme Business Case)** – approved for a total of \$2.48 million (\$1.05 million from the National Land Transport Fund)
- **Auckland Cycle Network – Western Connections to City (Programme Business Case and Implementation)** – Approved subject to condition for a total of \$12.12 million (\$5.04 million from the National Land Transport Fund and \$2.23 million from the Urban Cycleways Fund)
- **Warkworth Western Collector (Construction and Property)** – Approved for a total of \$4.96 million (\$2.53 million from the National Land Transport Fund).

Note: All project costs include 5.32% administration fee

BT Programme

Last year BT introduced a revised approach to Capital Planning, which identified all technology related projects and ranked them according to a set of criteria including strategic themes. Work has commenced on collating the possible projects and priorities for the 2016/17 financial year.

An EMU integration trial is underway to pilot automatic data downloads from the EMU's, e.g. automatic passenger counting, and CCTV, as well as enabling the CAF GPS system to feed into RAPID real time tracking system. These initiatives will provide improved fleet management of our EMU's and enhanced forecasting of passenger requirements.

In December 2015, Auckland Transport signed a contract with Fujitsu for the provision of Managed Services. This All of Government contract covers the delivery of a range of IT Services, such as Database Management, Service Desk and Infrastructure Management. This will slightly reduce costs and provide better service levels for BT customers. The Helpdesk was successfully transitioned in December, and the transition of remaining services continues for a further 4 months as the implementation is phased in.

Local Boards

Local Boards, and Council, at a governance level recommenced activities in February. Most Local Boards have now had their first meetings of the year and the majority have now fully committed their Local Board Transport Capital Fund. Most projects are scheduled to be completed before the end of the year.

Among the most significant of these projects are the Half Moon Bay Ferry facility, Mt Albert pedestrian bridge to the train station and the covered walkway from the Papakura train station to the town centre.

Aerial Drones Management

Drones of all sizes are classified as aircraft, and as such are subject to Civil Aviation Authority (CAA) rules. The CAA created regulations which took effect in August 2015 requiring operators to obtain property owner approval before the CAA will grant the authority for their use. CAA regulations categorise operations in two ways:

- Recreational (101 Rule)
- Commercial (102 Rule)

AT is considered to be the property owner for the flight of all drones over its facilities and roads. AT has assessed various options around the property owner approval and has consulted key stakeholders including Local Boards, AA, emergency services, the Transport Agency and Auckland Council. Following this, a decision has been made to decline requests for property owner approval for recreational purposes (Rule 101 applications) but to allow commercial operations (Rule 102 applications) subject to a set of conditions. The conditions and approval process will be managed through the Road Corridor Access team.

This decision was supported by the AA and NZ Police and is the same approach that has been adopted by the Transport Agency for approvals over their property.

Project Updates

Te Atatu Road

Relocation of underground services has been slow due to the tight berm space and various clashes between existing and new services. Detailed investigation by potholing of the berm area ahead of the construction works was the focus of activities in January. All four lanes of traffic were available during the investigation works, however, this has reverted back to the three lane configuration that was in place prior to Christmas.

Property remediation works continues in advance of the main construction works. This includes the construction of retaining walls, boundary walls and fences.

Rapid Transit Network

A Rapid Transit Study for the North Shore is underway to provide an updated view on transport requirements for enabling strategic growth outcomes for Northern Auckland, the life expectancy of the Northern Busway and the most appropriate transport options that could meet the needs of the North Shore. Meetings have been held with the Harbour Bridge asset management team to help determine parameters for future use of the bridge for various public transport modes. The study will be completed by April 2016 and inform the upcoming NZTA investigations for the Additional Waitemata Harbour Crossing.

Auckland Transport is planning to commence procurement for the development of Indicative Business Cases for the Northwestern Busway and Learning Quarter bus improvements in the second quarter of 2016.

Glenvar Ridge Road

In January the physical works contract for construction was awarded. The construction of the new Glenvar Ridge Road will begin from its northern point in the Long Bay development area and the construction period is estimated to be two years. A construction update has been provided to the local property owners and the local community, including an update to the Hibiscus and Bays Local Board, and mana whenua groups from the area.

Nelson Street Cycle Route

Phase 2 (Victoria Street to Waterfront) design is 85% complete with a small section delayed due to consultation feedback regarding route choice and a desire by many submitters for the cycleway to remain on the west side of Nelson Street north of Victoria Street. AT is assessing

the feasibility of providing connectivity on this side of Nelson Street through to Market Place as well as enhancing options to get people on bikes to/from Market Place to the east.

Wynyard Quarter – Integrated Road Programme

Works are progressing well in phase 1 (Halsey/Gaunt). Rain gardens are nearing completion, common service trenches are well underway, stormwater and sanitary sewer upgrades are on track and some sections of the footpath have been cast in Halsey and Gaunt St. A short section of carriageway has been completed in Gaunt Street to allow access to the new Fonterra building.

The opening of Halsey and Gaunt Street to general traffic is planned for mid-April.

Newmarket Crossing

A hearing for the Notice of Requirement (NoR) is set for 21-25 April with a decision anticipated by the end of May. The project team is meeting with interest groups/submitters during February. Land negotiations are nearing completion and still on target for conclusion by the end of June.

Parnell Station

Platform structures have reached practical completion. Remaining platform based systems will be installed following reinstatement of the old Newmarket building, including external refurbishment by KiwiRail. This is scheduled for completion by the end of 2016. KiwiRail has secured the required building and resource consents enabling works to proceed.

Pukekohe Bus Rail Interchange

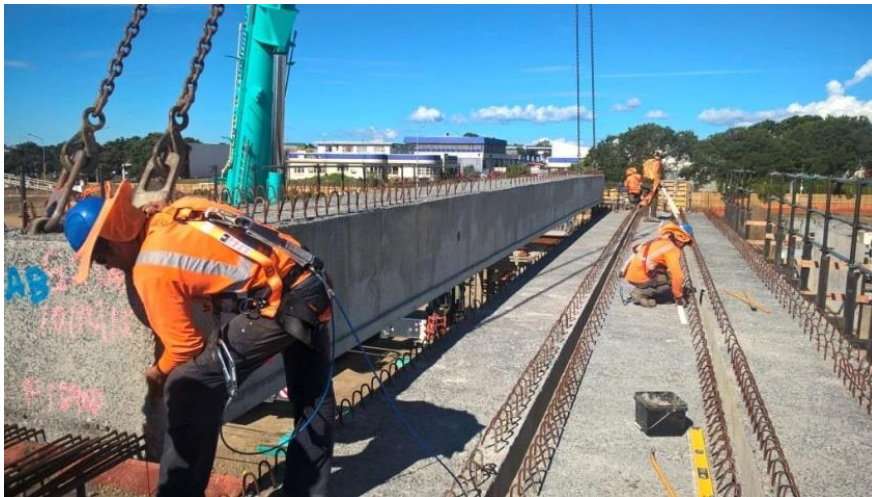
The design for the bus interchange and intersection improvements are underway with concept layout for the intersection under review. The preferred solution for the intersection is traffic signals and AT will commence discussions with affected stakeholders during the detailed design. Improvements to the surface of the existing rail station platform will be carried out as part of this project.

Manukau Bus Station

The developed design has been approved and work on the detailed design is underway. An iwi blessing and sod turning ceremony was held this month with enabling works to follow. This event was attended by the Minister of Transport and Mayor Len Brown. The main contract works will commence later in 2016 with overall project completion on target for the second half of 2017.

Ōtāhuhu Bus Station

The Christmas block-of-line (BOL) works were successful and saw the installation of the Titi Street footbridge span over the rail corridor and pouring of one of the concrete piers to support the new concourse. Since Christmas all of the Titi Street Bridge spans have been lifted into place and concourse piers completed. Project completion is still anticipated for August 2016.



Young Driver Programme

Young Driver safety is a high priority both nationally and locally. In the Auckland Region Young Driver DSI (death and serious injury) contributes to 30% of all DSI crashes. As part of the young driver intervention strategy the Young Driver Snapchat campaign came to an end in December. During the course of the campaign 1,497 videos were submitted. Post testing of the campaign showed that 80% of respondents shared the campaign messaging with peers and 63% reported changing their driving behaviour as a result of the campaign.

Planning of targeted interventions in partnership with the NZ Police are now underway with the launch of the Young Driver Mentor programme occurring at Ruapotaka Marae, Glen Innes in February. The programme will be delivered alongside NZ Police, Maori wardens and the Ruapotaka community. Moyes Panmure are supporting the programme with the supply of a vehicle for up to one year for the young driver training. This is a new intervention strategy and will include training for community based driver mentors and AT staff who will then support young people to get their restricted licence.

Event Management

Post Christmas has been a particularly busy period for the management of traffic around major events including international sports matches, Anniversary and Waitangi Weekend events and protests around the signing of the Trans Pacific Partnership Agreement.

The Downer NRL Nines event at Eden Park saw large crowds attend over both days. Integrated ticketing was in place for this event with no issues or delays reported on.

A promotion via social media encouraged fans to submit Snapchat videos of themselves travelling on buses or trains to the event. This database will be used for future marketing to event fans. AT also promoted the “Drive Drink Free” (zero tolerance alcohol) Summer Campaign at the Fanzone in Aotea Square and its interactive ‘a fun family day out on the train’ digital book, which is targeted at eight to twelve year olds.



The Auckland Anniversary Day regatta included the annual tug boat race from Princes wharf down the harbour to Orakei and back again. A strong entry of tugs competed, with the winning vessel being Waipapa, one of the Ports of Auckland ship handling tugs.

Of late, the traditional regatta activities have been augmented by new events such as dragon boat and remote control boat racing. The geographical focus has also changed with events now spread as far as Maraetai and Point Chevalier.

The Harbourmaster's office works closely with the organising committee in the months leading up to the regatta to ensure that the day passes safely. The Harbourmaster had two patrol vessels on the water for the day and no notable incidents were reported.

Special Events Update

During January the Special Events Team were involved in the management of a number of significant events in Auckland. Three international Cricket fixtures held at Eden Park were well patronised with up to 30% using event transport. This is first full season where 'New Zealand Cricket' has committed to the 'travel with you ticket' programme. Due to the success of the transport, they are now committed moving forward. Based at ATOC Central the team were supported by SCATS staff from ATOC Smales, Parking services, emergency services to deliver these events. The team had also processed and approved 101 further events in the city for January. Extensive planning for the NRL 9's, Pride parade, upcoming Lantern festival and international one day cricket at Eden Park was completed for delivery in February, with a further 112 events processed.

CBD Operations

Six key routes are being monitored in the city centre following the commencement of works for the City Rail Link. January showed minimal delays compared to the baseline established prior to works starting. Average delays across the network were only 24 seconds, with Customs Street and Quay Street being the most affected in the evening peak where delays of up to two and half minutes have been recorded. This was due to roadworks on Customs Street and Queen Street at the start of the month.

The CBD Operational Plan is a tactical operational plan in response to potential network effects due to a series of long term construction activity in the wider CBD. It is complimentary to the CRL project but considers the whole CBD and the impact of major developments, events and incidents. The Plan provides the operational principals for AT and NZTA for the CBD and entry points, capacity of the network and changes and the operational structure for responding to changes, requests and incidents.

Cycling Update

The Quay Street cycleway consultation has ended with staff now working through consultation evaluation with a summary to be released shortly. Construction is due to be completed by May before the City Rail Link main construction work begins.

A ceremony was held for the sod turning of the Waterview Cycleway to mark the start of construction. Minister Paula Bennett was in attendance. The path will add to Auckland's growing cycling and walking network, connecting with the north-western cycle route along SH16 and with shared paths to Onehunga and New Lynn and includes three new bridges.

Since opening in December, the Light Path cycleway (Nelson Street) has proven extremely popular. In its first two months of operation approximately 57,400 cycle trips have been recorded on the path,



whilst the connecting Nelson Street Cycleway had over 24,500 recorded cycle trips. The pink “Light Path” itself has drawn a lot of attention from the media including featuring in both NZ and UK news, fashion shoots, magazine publications and more, with widespread praise.

Auckland Transport supported the national Go by Bike Day with a photo competition and a number of bike ‘pit stops’ around the city where people could get some ‘cycle fuel’. The pit stops were held on the Northwestern Cycleway, the Light Path, and Wynyard Quarter. Riders were encouraged to share photos of themselves and post pictures to the AT Instagram account with the hashtag #AKLBIKELIFE. The winner receiving one of our yellow bikes. The Go by Bike Day promotion featured a combination of social media, radio, direct mail and street activation.

The “[Share the Path](#)” campaign began in mid-February with the aim to reduce user conflict and increase safe and courteous use of shared paths in Auckland. There are over 180km of shared paths in Auckland, and the number of paths is set to increase significantly in the next three to five years. User surveys carried out 2015 revealed that people want to feel safe and confident using shared paths, and this requires all users knowing what behaviour is expected of them. Seven routes have been chosen as part of the campaign including the North Western Cycleway, Twin Streams, Orewa Estuary Path, Devonport-Takapuna Green Route, Grafton Gully, Pakuranga Rotary and the Cascades paths. Pavement decals have been installed on the paths made with a non-slip surface, whilst human size emoji’s have been installed near the path. The emoji’s are accompanied by a small information board encouraging path users to share their photo on social media. Emoji’s are being promoted via Facebook and other social media channels, and we’re also bringing these to life with activations, featuring Share the Path ambassadors and a



branded cargo bike handing out bells and cycling resources.

Planning and Consenting Update

Notices of Requirement and Consents

1. Lodged Applications in December and January

Resource Consents:

- Curry's Lane Cycleway
- Mountain Road Walkway
- Mangere Future Streets
- Wynyard Quarter South Upgrades (Package B - Wynyard Common, Daldy Street, Gaunt Street West, Beaumont Street South)
- Mt Eden Double Decker Bus Route
- Orewa Reserve Footpath
- Franklin Road Improvements (Package One)
- Quay Street Cycleway

NoR and Regional Consents:

- None

Outline Plans of Work:

- Wynyard Quarter South Upgrades (Package B - Wynyard Common, Daldy Street, Gaunt Street West, Beaumont Street South)
- Quay Street Cycleway

2. Targeted to be lodged within the next three months

NoR and Regional Consents:

- AMETI Stage 2A
- Murphys Road Bridge Improvements
- CRL Regional Consents

Resource Consents (Land Use):

- Nelson Street Cycleway
- Birkenhead Mainstreet Improvements Phase 2
- Franklin Road Improvements (Package Two)
- Murphys Road Widening and Bridge Improvements
- Mt Eden Double Decker Bus Route
- Wynyard Quarter South Upgrades (Package C - Westhaven Drive and Beaumont Street)
- AMETI Stage 2A
- New Lynn to Waterview Shared Path (Whau Bridge)
- Ngapipi / Tamaki Safety Improvement Project
- Seal extensions (Stages 1 and 2)
- Manukau Bus Interchange
- Westgate Bus Stop
- Rosedale Bus Station

Outline Plans of Works:

- Mt Albert Pedestrian Bridge
- Waterview Shared Pathway (Stage 1)
 - o Alford Street Bridge and Harbutt Bridge (April)
- Seal extensions (Stages 1 and 2)

3. Public Notifications and Hearings

NoR and Resource Consents:

- None

4. Decisions/Approvals

- Regional and land use consents granted for Half Moon Bay Ferry Terminal Redevelopment Stage 1 on 20 January
- Mill Road independent commissioner recommendation pending
- CRL Britomart independent commissioner recommendation pending
- AT confirmed Penlink designation and notified AC.
- Mt Roskill Safe Routes OPW
- Waterview Shared Path OPW for Stage 1

5. Environment Court Appeals

- Environment Court Hearing for Medallion Drive Link commenced 18 January 2016

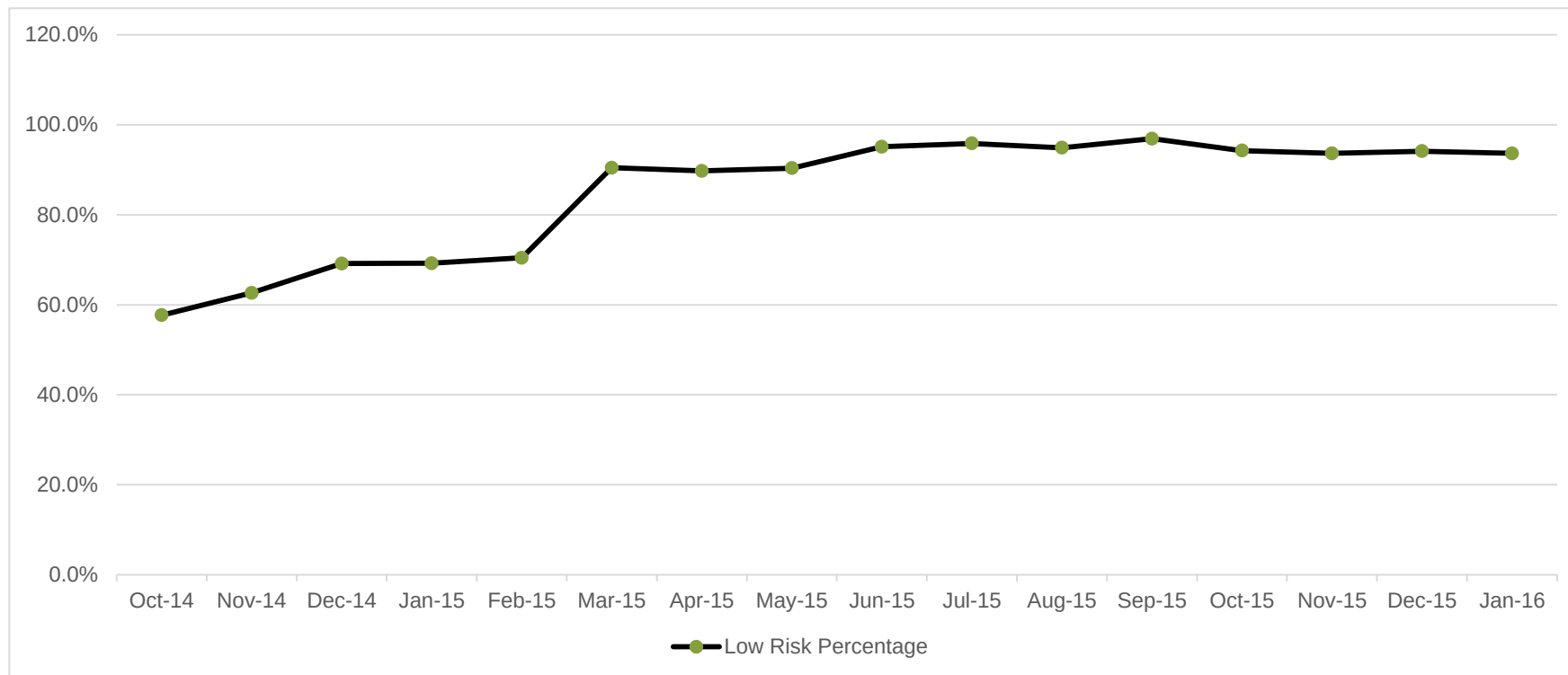
Land Acquisition

One unconditional agreement signed in January 2016: Glenvar Ridge Road (1).

Assets and Maintenance

Third Party Project Updates

Watercare Hunua 4 Bulk Watermain	Work is continuing with another major road crossing achieved over the Xmas New Year period with the laying of the pipe across Greenlane West at the intersection of Wheturangi Rd. Crews are now working along Wheturangi Road between Campbell Road and Greenlane West. Other isolated finishing works are occurring in various locations on the section of pipe between Neilson Street and Campbell Road and as the crews complete these tasks they will move to Wheturangi Road north between Greenlane West and Atarangi Rd.
UFB Program	Year 5 (2015/16) of the UFB rollout is continuing and planning for Year 6 (2016/17) has already commenced. Recently there has been organisational and management changes at VisionStream which has impacted on the delivery of the programme and the quality of reporting. The implications of these changes are being worked through with VisionStream and Chorus. Issues are also being experienced with the provision of fibre to private properties. The customer timeframes for connection to fibre are very short and therefore a blanket approval has been given to enable this work to proceed. The processes relating to provisioning are to be reviewed so as to improve visibility of the work being undertaken and the quality of reinstatement.



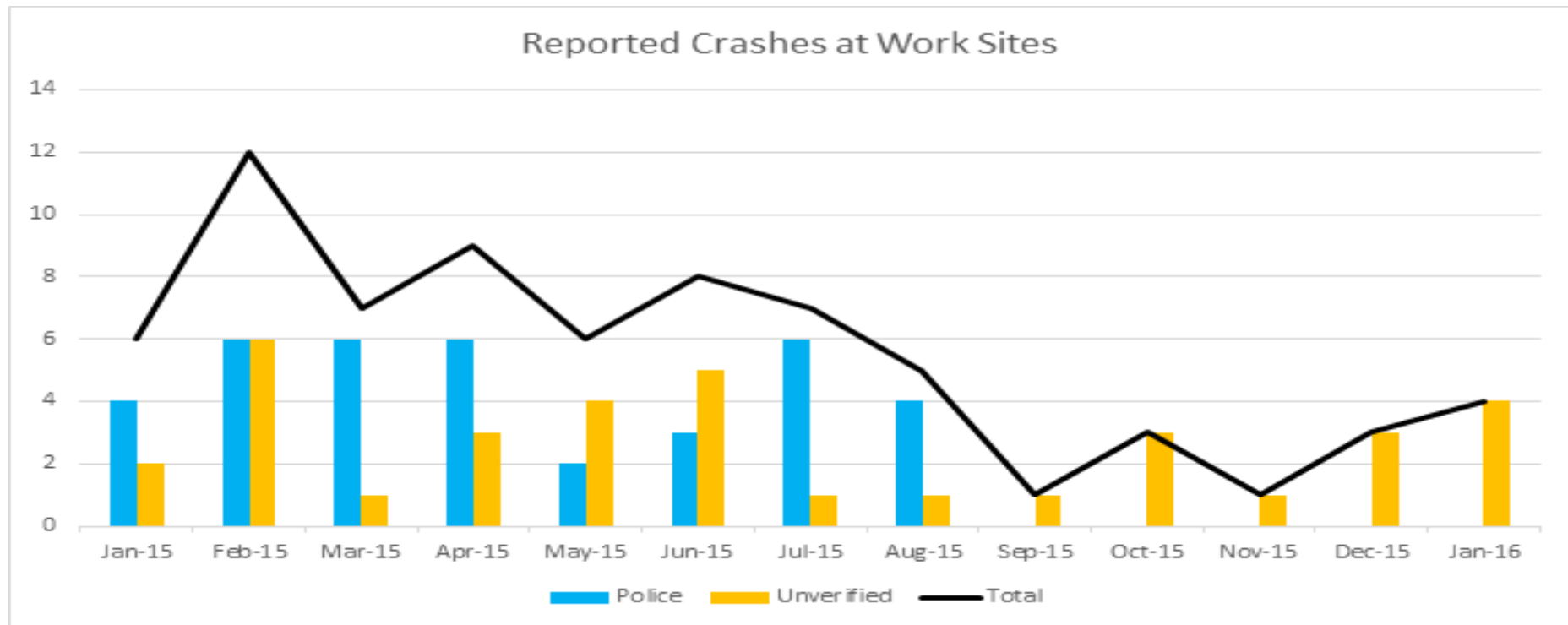
Temporary Traffic Management

The percentage of lower risk sites is 94% (High Standard, Acceptable, Needs Improvement and Unacceptable) for January 2016 (target is greater than 90%). Of the 94 reviews undertaken, 5 were completed outside normal business hours with 3 rated as Satisfactory (the target is 90% satisfactory). It is also noted that 31 reviews were the result of complaints.

An ongoing schedule of TTM Contractor engagement has continued in order that we may hear and understand their concerns and also an opportunity for us to impress upon them, the need to raise the bar. Several joint exercises were completed this month, including members of contractors and internal TTM reviewers/compliance auditors. A LEAN workshop was held with one AT contractor in order to look at improvements to one core aspect of the TTM process.

One TTM contractor with a very poor performance record was issued with a region wide Stop Work Order in late December and this remains in force awaiting a suitable corrective action plan.

Reported Crashes



There were four reported crashes at a work sites during the month of January. All were reported either by contractors or members of the public. These are currently being investigated.

Road Corridor Delivery

JANUARY <u>2016</u>					
Asset Renewal Activities	January YTD Actual (km)	January YTD Forecast (km)	Full Year Target (km)	Completion v. YTD Target (%)	Completion v. Full Year Target (%)
Pavement Rehabilitation	16.06	20.86	37.70	77%	43%
Resurfacing	285.68	307.11	480.07	93%	60%
Footpath Renewals	49.10	40.30	75.65	122%	65%
Kerb and Channel Replacement	46.49	50.08	82.67	93%	56%
TOTAL	397.33	418.35	676.09	95%	59%

Pavement rehabilitation projects have been completed on Kohimarama Road, Ranui Station Road, Edmonton Road, Robertson Road, Te Irirangi Drive, Ormiston Road, Roscommon Road, Whitford Road, Glenbrook Road, Linwood Road, Clyde Road, Lakeside Drive, Maygrove Drive, Bringham Creek Road, Mokoia Road, Kahika Road, Diana Drive, Glenmore Road, South Head Road, Waitoki Road, Mahurangi East Road, Hector Sanderson Road and Blind Bay Road.

Further pavement rehabilitation projects are currently underway on The Drive, Apirana Avenue, Rathgar Road, College Road, Nile Road, Riverhead Road, Woodcocks Road, Botany Road, Prince Regent Drive, St George Street, Bairds Road, Swaffield Road, Cavendish Drive, Hunua Road and Nelson Street.

Street Lighting LED Programme

Tenders were called in February for the provision of LED luminaires for the 2016/17 year. Prices will be obtained for the supply of 16,000-18,000 luminaires from multiple suppliers. The programme of replacement of the existing 70W HPS lamps with LED luminaires is being accelerated so as to be completed by 1 July 2018 and maximise the available subsidy from NZTA.

Road Deaths and Serious Injuries

Auckland Local Road Deaths and Serious Injuries (DSi) for the eight months from January 1 to August 31 have increased 32% (80 DSi) from 248 in 2014 to 328 in 2015 and are on track to be significantly above the target of 390 DSi for the 2015 calendar year. Road Users most involved in the 2015 DSi increase include:

- pedestrians (30%)
- vehicle drivers (30%)
- vehicle passengers (21%)
- cyclists (11%)

The age groups most involved in this increase include:

- 15 to 24 years (37%) – drivers/passengers and pedestrians,
- 35 to 39 years (12%) – motorcyclists and cyclists
- 45 to 54 years (20%) – pedestrians and cyclists
- 65+ years (19%) – drivers/passengers and pedestrians

The leading crash factors involved in increased 2015 DSi include:

- poor handling, poor observation, poor judgement, too fast

The majority of the road deaths in Rural South included:

- loss of control on bends and too fast.

AT has been responding within existing resources to the increased 2015 DSi levels as follows:

- Refocussing efforts in the Rural South area. Investigations are underway on some of the highest risk rural corridors including Awhitu Rd, Hunua Rd, Paparimu Rd, Ararimu Rd, Cape Hill Rd, Tuhimata Road, Glenbrook Road, Waiuku Road, Kingseat Road, and significant areas within the Whitford-Maraetai area as part of the Self Explaining Rural Roads project.
- Collaboration with NZ Police and ACC through local Road Safety Action Plans to deliver combined education and enforcement interventions to areas of greatest risk including Speed Reduction, Intersection Safety, Pedestrian Safety, and road user training for High-risk Young Drivers, Cyclists, Repeat Drink Drivers and Motorcyclists.

- Collaboration with NZ Police to undertake regular Alcohol breath testing and Restraint check points across the region.
- The Safer Communities programme is underway, (see Table 1. Below) implementing road safety infrastructure in 13 high-risk communities in Urban Central and 6 in Urban South supporting safe walking and other active transport modes. This is coupled with education and enforcement initiatives with NZ Police that support the delivery of infrastructure interventions.

Table 1. 2015/16 Safer Communities Implementation

Urban Central	Urban South
Selwyn College	James Cook High School
St Thomas Primary School	Leabank School
Sacred Heart College	South Auckland Middle School
St Pius School	Weymouth Intermediate
Glen Innes School	Papatoetoe West
Glen Taylor School	Roscommon School
TKKM	
Glenbrae Primary School	

- Speed Management offers potential to arrest increasing levels of DSI on high-risk corridors in growth areas. AT is working with NZ Transport Agency and NZ Police to review speed limits in selected areas in Rural South, Urban Central, and Urban South. School Speed Zone electronic signage continues to be implemented at high-risk locations. Speed management is also a primary part of the Self-Explaining Rural Roads programme in the Franklin Local Board area and Regional Safety Programme.
- Safety Engineering Interventions is an annual programme of over 200 minor safety works that are implemented across the region targeting localised high risks areas.
- Implementation of the Regional Safety Programme targeting major safety engineering investment on high-risk corridors. Kahikatea Road, Waitakere Road, East Coast Road, Piha Road and Old North Road. Attewell Road / Waiuku Road high-risk rural intersection in Rural South will also be implemented in the 2015/16 financial year.
- A network-wide safety rating system, Urban Kiwirap, is currently being developed which will provide future direction on where the biggest safety gains could be made to address increasing trends.

During the months of January 2016 and December 2015 there were nine road deaths recorded on Auckland local roads. Investigations for three of these have been completed, they identified a number of general road improvements that have been included in the safety delivery programme:

- Review existing signal operations and review pedestrian crossing time
- Install curve and speed advisory warning signs
- Review/install/modify existing signage and road marking
- Upgrading of existing lighting levels
- Undertake a motorcycle campaign in the 2015/16 summer season which targets motorcycle riders in the 30-50 year old age group

Alcohol and drug related crashes are a high priority for AT and the Transport Agency. AT's Drive Drink Free campaign was launched in January and will run until the end of March. The campaign aims to communicate the key message that sober driving means having zero drinks. This avoids drivers trying to estimate how many alcoholic drinks they are able to consume before getting behind the wheel. The campaign's key message "Drive Drink-Free for a Happy Ending" encourages people to stay self-aware of having zero alcoholic drinks if they are driving, to make a positive behaviour change and to reinforce that arriving home safely, makes for a good night out.

The campaign is made up of a number of elements, including Facebook, billboards, street posters, and a video. The most important element, however, is the 'Happy Endings Voucher'. The campaign targets males in their mid-twenties. This innovative voucher design uses the latest litmus test technology to show whether the user has consumed alcohol.

The vouchers are being distributed at various cafes and retail outlets as well as events over the summer period including the 4 & Rotary car show, the NRL Nines launch event at Aotea Square and the Big Gay Out. More information can be found at AT.govt.nz/drivedrinkfree



AT Metro

Patronage Performance Commentary

Ref:- AT Monthly Indicators Report 1.3 AT Metro patronage breakdown.

For the 12 months to January-2016 Auckland public transport patronage totalled 81.5 million passengers, an increase of +6.6% on the previous year. December monthly patronage was 5.8 million, an increase of 7.4% on December 2014 and 1.2% above SOI target (YTD -0.8%). January monthly patronage was 5.3 million, a decrease of -0.7% on January-2015 and -5.2% below SOI target (YTD -1.3%).

Bus services totalled 60.3 million passenger trips for the 12-months to January-2016, an increase of +3.2% on the previous year. Patronage for December 2015 was 4.1 million, an increase of +1.7% on December 2014 and -3.1% below SOI target (YTD -2.5%). Patronage for January-2015 was 3.7 million, a decrease of -4.7% on January-2015 and -10.0% below SOI target (YTD -3.3%).

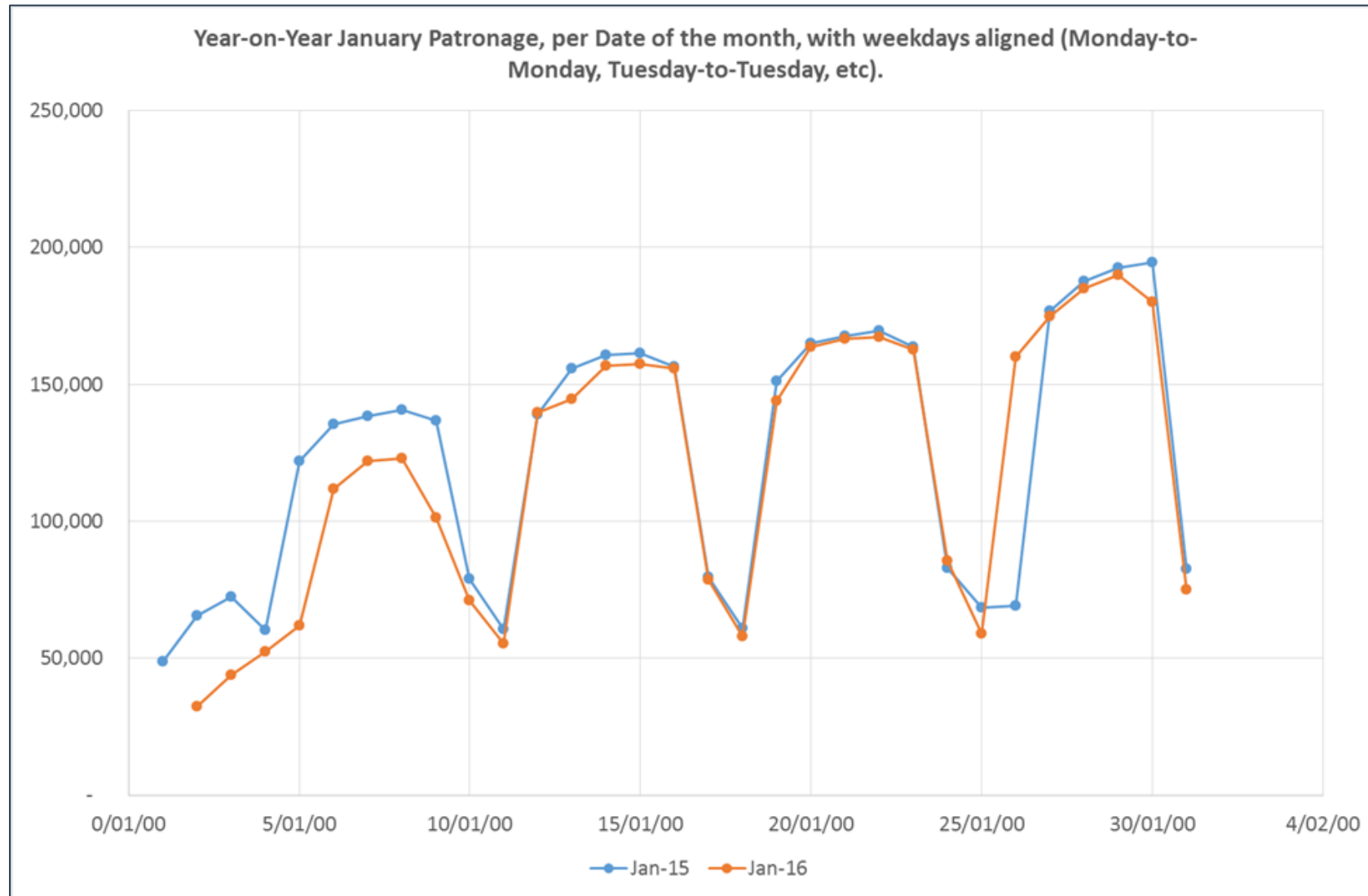
Train services totalled 15.5 million passengers for the 12-months to January-2016, an increase of +21.6% on the previous year. Patronage for December-2015 was 1.1 million, an increase of +32.6% on December-2014 and +15% above SOI target (YTD +4.3%). Patronage for January-2015 was 1.0 million, an increase of +19.4% on January-2015 and +14.2% above SOI target (YTD +5.4%).

Ferry services totalled 5.7 million passenger trips for the 12-months to January-2016, an increase of +8.3% on the previous year. Patronage for December 2015 was 0.58 million, an increase of +9.6% on December 2014 and +4.9% above SOI target (YTD +2.8%). Patronage for January-2015 was 0.57 million, a decrease of -4.3% on January-2015 and -8.9% below SOI target (YTD +0.8%). The January decrease occurred primarily in the first half of the month, which may anecdotally be a result of people returning to work later after extended leave with in particular an early January downturn on the Waiheke sector, which aligns to the Waiheke Bus downturn.

Rapid and Frequent services totalled 33.5 million passenger trips for the 12-months to January-2016. Patronage for January-2015 was 2.2 million, an increase of +8.7% on January-2015 and +8.8% above SOI target (YTD +32.6%).

December increases occurred primarily towards the end of the month. The January 2016 decrease in bus and ferry occurred primarily in the first half of the month as illustrated in the patronage chart below compared to January 2015 and corresponds with the lower rate of growth for rail. Underlying trends are likely to be a result of holiday alignment between Christmas 2014 (main two week of holidays falling between 19 December to 5 January) and Christmas 2015 (December 24 to January 11); however, there are specific areas of decrease in January year-on-year for bus and ferry above the underlying trend on Great North Road (-50,000), Manukau Road (-12,000) and Waiheke Bus (-12,000). A major decrease has been seen on the CityLINK (-73,000 or -33%), which is considered to be a result of removal of free travel from March 2015.

January 2015 compared to January 2016 patronage



Progress against AT Metro Key Strategic Priorities

Delivery against the AT Metro key business priorities is provided below:

- | | |
|---|--|
| 1. Integrated Ticketing and Fares | 6. On-Time Service Performance |
| 2. Procurement and Contract Reform (PTOM) | 7. First and Final Leg |
| 3. Resource Efficiency and Effectiveness | 8. Customer Experience |
| 4. New Network incl. Rapid and Frequent Service Network | 9. PT Adoption Marketing and Promotion |
| 5. Infrastructure Development | 10. AT Metro Safety and Security |

Key Priority Targets	Monthly Update
1. Integrated Ticketing and Fares	
Integrated fares: concept 2013; business case 2014; development 2015; implementation mid-2016	<u>Integrated Fares</u> - Integrated fares development is progressing with a go-live date targeted for end-July 2016. An independent review of the proposed integrated fares product structure and price modelling by Deloitte is nearing completion and will support a final recommendation to the AT Board in April. - December saw Thales deliver the first of 2 major releases for Integrated Fares testing – release 7.0 which includes all customer zonal functionality. 28 February 2016 annual AT Metro fare review will include final fare zone boundary alignment between bus and rail prior to mid-2016 integrated fares implementation, including alignment at Orakei of two zone rail from the CBD with the existing two zone bus and removal of the inner CBD and airport mini-zones. <u>SuperGold</u> - A competitive tender process for off-peak SuperGold funding for exempt ferry services from downtown Auckland to Matiatia Wharf, Waiheke completed. The tender process resulted in two operators (Fullers and Explore) being eligible for SuperGold reimbursements from 1 January 2016. Super Gold card holders' conversion onto HOP cards has commenced for policy delivery by 1 July 2016 of seniors requiring to use HOP cards to access free PT SuperGold travel. - Management is progressing engagement with NZTA and Ministry of Transport on the methodology to be used to allocate the capped SuperGold funding nationally from 1 July 2016. AT is seeking a demand driven allocation of funding across New Zealand. - Work is progressing to transition all SuperGold card holders eligible for free public transport to HOP cards from 1 July 2016. This is mandated by the Ministry of Transport and will improve value for money through avoidance of potential fraud and removal of paper tickets. <u>Tertiary HOP</u> - Annual tertiary discount renewals for HOP card holders is underway. A temporary satellite Customer Service Centre has been opened in Britomart.

2. Procurement and Contract Reform (PTOM)	
• 2015: South Auckland New Network bus tender • March 2016: West Auckland New Network bus tender • July 2016: West Auckland New Network negotiated contracts • 2nd quarter 2016: Ferry tenders released • September 2016: North, Central and East Auckland bus tenders • October 2016: South Auckland New Network bus service contracts start • March 2017: North, Central and East Auckland New Network negotiated contracts • Mid-2017: ferry contracts start • 2017/18: rest New Network bus contracts start	<u>Bus:</u> • Preferred tenderers for eight PTOM contracts for South Auckland and Pukekohe New Network bus services were announced in January with results the topic of a separate Board paper. Contracts are due to be awarded by end-February, with new services and contracts commencing in October 2016. • RFT for four PTOM contracts for West Auckland is being finalised for release in March. <u>Ferry:</u> • Final feedback on the proposed contracts has been received from Operators. Endorsement from NZTA will be sought. • RFT for eight contracted ferry service routes is targeted for release to the market in 2nd quarter 2016. • All ferry operators signed Common Access Agreements for Downtown Ferry Terminal (DTFT) in December 2015.
3. Resource Efficiency and Effectiveness	
• Value for Money: SOI farebox recovery targets and reducing subsidy / passenger metrics	• Christmas 2015 rail closure was limited to between 27 December 2015 and 4 January 2015 Eastern Line Sylvia Park to Manukau, Onehunga Line and Southern Line with services operating Eastern Line Britomart to Sylvia Park and Western Line. Train services also operated on Christmas Day for the first time and Boxing Day across the full network for the first time in many years. Patronage on these days contributed to record December and January months on rail. • In advance of 'March Madness' demand spikes: ○ Additional bus frequency for Birkenhead Transport buses along Glenfield Road and Onewa Road – an additional 17 urban and school trips per day introduced 2 February ○ Additional capacity on Howick & Eastern Buses. One additional trip each to the 545, 575 and 580 services in East Auckland to improve customer travel options ○ Additional West Harbour ferry service capacity was provided from 1 December 2015 ○ Additional Pine Harbour ferry services will be introduced from late February ○ Additional Gulf Harbour ferry services will be introduced from late February ○ The order for 53 new double decker buses by Howick & Eastern Buses, Ritchies and NZ Bus, under contract to AT, is progressing. February saw the full operation in the off-peak of double deckers on the Northern Express route, 14 in total. 14 Howick & Eastern double deckers will be progressively enter service in the next few months. ○ Waiheke Bus Company will put in place additional service trips to meet the additional Fullers ferry services from 28 February ○ Additional 7 trips will be introduced on Ritchies services from 29 February ○ Additional NZ Bus trips and frequency will be implemented in March on Mt Eden Road, Dominion Road and New North Road

	- NZ Bus is currently in collective bargaining with Tramways and FIRST Union. Industrial action occurred on Thursday 4th February 2016 from 9am to 2.30pm for Metrolink, North Star, Go West, Waka Pacific, CityLink and OuterLink buses. AT provided a skeleton free service on key routes via alternative operators. Further industrial action is being taken by NZ Bus drivers in the form of Work to Rule from Wednesday 10 February and is expected to last for at least 10 days. NZ Bus drivers have been advised by their unions to implement the following work to rule actions: 1. No speeding; 2. Not to pull out into traffic; 3. No refuelling at the depot – this will be left to maintenance staff; 4. Not to complete the last trip of a duty if working hours would be exceeded; 5. Must have a 10-minute break between trips in a duty. - Negotiations are underway with KiwiRail for 2016/17 financial year pricing of rail track access charges. - Negotiations are underway with Transdev for the 2016/17 annual rail operating management plan. - Timetable modelling is underway for a six trains per hour Western Line timetable, targeted for implementation mid-2016. - Access fees are now being collected for Downtown Ferry Terminal under new access arrangements for ferry operators.
4. New Network incl. Rapid and Frequent Service Network	
2013: South bus consultation. - Late-2014: Green Bay, Titirangi, Laingholm New Network implementation 2014: West, Hibiscus Coast, Franklin bus consultations 2015: North, East, Central bus consultations - Oct 2015: Hibiscus Coast bus service design implemented - Oct-2016: South bus service design implemented - May-2017: West bus service design implemented - Dec-2017 to Mar-18: North, Central and East bus service design implemented	<u>South Auckland New Network:</u> PTOM contact tender evaluations are complete, with preferred tenders identified. Planning for communications and engagement continues ahead of implementation of services in October 2016. <u>West Auckland New Network:</u> Tender documentation for West Auckland will be released in March 2016. <u>North Shore New Network:</u> Final route decisions are being made, and work continues on preparing the final New Network design for submission to the board in March. <u>Central and East Auckland New Network:</u> Public consultation closed in December 2015. Over 55 public consultation events were held. A total of 3604 feedback forms were received for the Central Suburbs consultation, and 1026 for East Auckland. Analysis of feedback is now underway, and a review of school bus routes in these areas has begun. <u>Beachlands/Maraetai:</u> Analysis of feedback is underway. <u>Green Bay, Titirangi and Laingholm:</u> After the first full year of implementation of the New Network in this sub-zone, patronage has increased by +35 per cent. This comes from replacing 24 routes running infrequently in a complex network, with 9 routes in a much simpler and more consistent service pattern operating at higher frequencies. The New Network for Green Bay, Titirangi and surrounding areas features key principles of the New Network that are being designed and implemented across the rest of the bus network: - Better integration of buses with train services at New Lynn, including the very popular 186 South Lynn Loop. - Simpler, more consistent routes on clock face timetables (buses running at the same minutes past the hour e.g. 10.25, 10.55, 11.25, 11.55 and so on). - A new connection between Glen Eden train station and Titirangi. - Improved bus services to Laingholm including an express bus service to Downtown Auckland for the first time. - Retime-tabling of western services operated by Go West for improved connections (service punctuality has increased from 80% to 95%).

5. Infrastructure Development

Train:

- New LED lights are being installed at various train stations to reduce costs. The first of the new LED lights have been installed at Ranui Station. The next stations to get LED lights installed will be Henderson, Glen Eden, Orakei, Manurewa and Glen Innes.
- Works completed by AT and KiwiRail on two pieces of work, the extension of the third main to Middlemore and yard reconfigurations within Westfield. This benefits both Freight and Metro customers through reduced delays previously caused by slow yard entry and exit speed at Westfield junction off the main trunk line and improved yard flexibility for freight as drivers can now alight at Westfield with access to their long holding roads now does not cross the busy shunting throat at the north end of the yard.

Bus:

- Designs for Manukau Bus Station and Otahuhu Bus Station have been completed. Otahuhu construction has commenced with the sod turning by the Minister of Transport at Manukau on Friday 12 February. Otahuhu Station is on-track to open with the launch of the bus New Network design for South Auckland in October 2016. Temporary bus stops will be provided between October 2016 and for Manukau Bus Station opening scheduled for October 2017.
- Progress continues towards the minor infrastructure improvements (bus stops and shelters) across South Auckland in preparation for the bus New Network launch in October 2016. 40 projects are under construction or will commence shortly. A further 151 projects are progressing through design, consultation and consent for completion prior to July 2016.
- Detailed design is underway for the Pukekohe rail/bus interchange, targeted for construction completion by October 2016 to coincide with launch of the Pukekohe bus New Network.
- For the bus New Network in West Auckland, work is progressing on 116 minor projects (bus stops and shelters) through investigation and design.
- A review of the post City Rail Link bus stop and layover requirements in the lower CBD is underway.

Ferry:

- Downtown Ferry Terminal Pier 2B upgrade is operational.
- New ticket office for Explore NZ at Matiatia (Waiheke) within the terminal building has been opened in January.
- Consent for the Half Moon Bay new passenger facility and pontoon has been received.

6. On-Time Performance

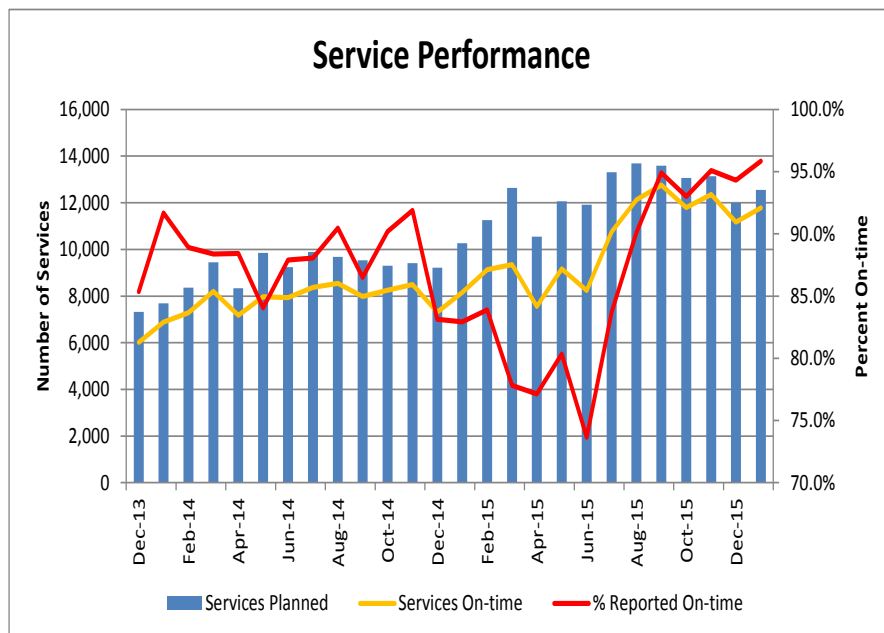
Train:

Ref:- AT Monthly Indicators Report - 4.1 AT monthly activity report.

Service delivery (or reliability) is the proportion of trains not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of trains that were not cancelled in full or part and that arrived at their final destination within five minutes of the scheduled time.

The July 2015 EMU rollout timetable change continues to see significant service delivery improvements.

In January 2016 service reliability was 97.9% compared to the 12 month average of 96.8% and 98.8% for December 2015. Service punctuality performance compared to services scheduled is illustrated in the chart below. Service punctuality (red line) was 95.9% compared to the 12 month average of 87.1% and 94.3% for December 2015 (and the low of 73.6% in June 2015). There were nearly 12,556 train services scheduled in January (blue bars), the number of actual services operated on-time (yellow line) was over 12,000.



Major incidents that affected January 2016 service performance:

Track, Signal, Train Control and Traction Overhead (KiwiRail) – Infrastructure related matters caused delays to services on six days in the month, the most significant being a track fault outside Britomart tunnel near Quay Park disrupting afternoon services into/out of Britomart causing delays on all lines.

Other – Train operations were affected by six third party incidents during the month. On 15 January a fatality at Westfield station disrupted early evening services on the Southern and Eastern line. The next day the 16 January there was another fatality at Kingsland station disrupting evening services on the Western line. On the 23 January a truck struck the bridge at Merton Road between Panmure and Glen Inness affecting morning services on the Eastern line. A couple of passenger issues, one at Baldwin Avenue on the 25 January and the other which involved a motorcyclist driving on the track, resulting in line closure between New Lynn and Baldwin Avenue on the 28 January causing disruption to the early morning and late evening services on the Western line respectively. On the 29 January a fire alarm activation at Manukau Station caused minor delays on the Eastern and Southern line services after the morning peak.

Work is continuing on a number of track infrastructure speed improvements initiatives as part of the Rail Performance Improvement Plan communicated to the Board during the latter half of 2015.

Bus:

Service delivery (or reliability) is the proportion of services not cancelled in full or part and arrive at their destination. Punctuality is the proportion of services that departed their origin within five minutes of the scheduled time.

Network reliability was 98.1% and punctuality was 95.2%. This was the highest joint KPIs on record. Reliability has risen 0.8% since January 2015, whereas

punctuality rose 1.6% over the same period.

Reliability at Start					
Operator	Business Unit	Dec-15	Jan-16	Month-on-Month Change	Year-on-Year Change
Whole of Network		97.9%	98.1%	0.2%	0.8%
Metro Inner	NZ Bus	97.6%	98.3%	0.7%	3.6%
Metro Outer	NZ Bus	98.7%	99.1%	0.4%	0.6%
North Star	NZ Bus	98.7%	98.8%	0.1%	0.3%
Go West	NZ Bus	97.9%	98.5%	0.6%	-0.6%
Waka Pacific	NZ Bus	96.2%	97.7%	1.5%	0.5%
West	Ritchies	98.4%	96.5%	-1.9%	1.5%
North	Ritchies	97.7%	98.4%	0.7%	2.3%
NEX	Ritchies	99.2%	99.4%	0.2%	0.0%
Howick & Eastern		97.8%	98.2%	0.4%	0.5%
Birkenhead Transport Ltd		98.5%	98.5%	0.0%	0.8%
SkyBus		90.3%	87.0%	-3.3%	-3.6%
Tranzit		96.8%	98.1%	1.3%	1.1%
Urban Express		98.9%	99.3%	0.4%	-0.2%
Waiheke Bus		98.6%	96.6%	-2.1%	0.8%

Punctuality at Start					
Operator	Business Unit	Dec-15	Jan-16	Month-on-Month Change	Year-on-Year Change
Whole of Network		94.8%	95.2%	0.4%	1.6%
Metro Inner	NZ Bus	93.3%	94.6%	1.3%	5.3%
Metro Outer	NZ Bus	96.0%	97.3%	1.2%	1.4%
North Star	NZ Bus	96.1%	97.0%	0.9%	1.0%
Go West	NZ Bus	97.2%	95.8%	-1.5%	-1.8%
Waka Pacific	NZ Bus	91.1%	94.1%	3.0%	0.5%
West	Ritchies	99.4%	92.4%	-7.1%	1.8%
North	Ritchies	93.2%	95.6%	2.3%	3.6%
NEX	Ritchies	98.4%	98.6%	0.2%	0.6%
Howick & Eastern		93.9%	95.5%	1.6%	3.4%
Birkenhead Transport Ltd		94.8%	95.5%	0.7%	2.8%
SkyBus		76.2%	77.0%	0.8%	-4.4%
Tranzit		93.6%	95.1%	1.5%	9.0%
Urban Express		96.2%	97.5%	1.3%	1.0%
Waiheke Bus		95.9%	93.2%	-2.7%	0.7%

- Bus Lane Programme Rollout

Projects due for completion	Detailed Design	Under investigation
• Esmonde road (Early Jan 2016) • Park road (mid-January) • Lake Road (March 2016) • Manukau Pah Road (End of March) • Great North Road (New Lynn to Ash St) (March 2016) • Hobson St (April 2016)	• Dominion road (Mt Albert to Denbigh Avenue) • Great North road (Williamson to Ponsonby) • Manukau/Pah Road • Lake Road	• Frequent Service Network Route 33: South of Manukau- (Great South Road to Papakura); Otahuhu to Manukau • Frequent Service Network Route 30: (under New Network will include Puhinui Rd, Wyllie Rd, Carruth Road and Lambie Dr). • Frequent Service Network Route 31 Mangere to Botany • Hibiscus Coast bus priority • Manukau Station road • Great South Road Southbound Bus Lane • Mt Eden road

- A review of bus and special vehicle lane operating hours is underway to develop a more consistent Auckland-wide approach.

Ferry:

- Service delivery (or reliability) is the proportion of ferries not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of ferries that were not cancelled in full or part and that departed their origin within -59 seconds and +4:59 of the scheduled time.
- For January 2016, 98.9% of contracted service trips were operated, leaving their origin stop no more than one minute early or ten minutes late (reliability measure). Service

punctuality for January 2016 was 98.3%.

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	944	99.58%	99.36%
Half Moon Bay	559	97.32%	96.60%
Birkenhead	1,012	98.72%	98.32%
Gulf Harbour	228	97.37%	94.74%
Hobsonville	190	100.00%	96.84%
West Harbour	513	100.00%	99.61%
Rakino	88	92.05%	89.77%
Pine Harbour	608	100.00%	100.00%
Total	4,142	98.91%	98.29%

7. First and Final Leg

- A trial of enhanced Metro service information for stations and stops will be included in the broader New Lynn wayfinding trial to inform the customer service information strategy for adoption in the first quarter 2016 rollout of New Network services commencing with South Auckland in September 2016.
- New retail kiosk called Coffee Station at Papakura Station has opened, as part of AT's Retail Strategy that includes a number of new coffee and convenience offerings around the network.
- A trial bus shuttle service will be launched mid-March between the Half Moon Bay ferry terminal and a new 100 space Park-and-Ride at Lloyd Elsmore Park.

8. Customer Experience

Train:

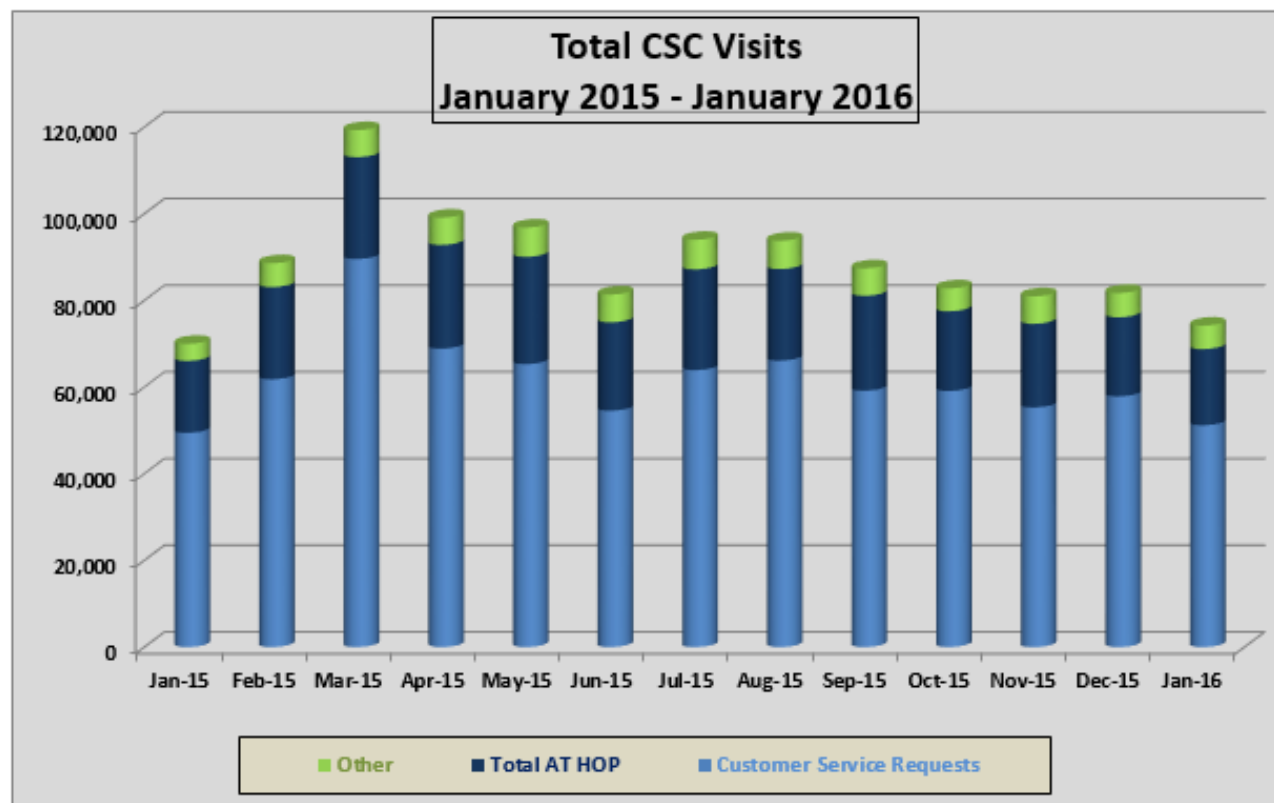
- Passenger Information Display improvements completed at Penrose and Manukau stations to communicate departure platforms at all lifts.
- New platform markers are being trialled at four pilot locations (New Lynn, Fruitvale Road, Avondale and Sylvia Park Stations), including EMU accessibility train door waiting areas.
- On-board train digital information screens will commence testing in March.

Multi-modal:

- The "Track my Bus" mobile app saw an increase of 279 (+8.5%) users in January 2016, rising to 3,565, compared to 3,286 users in December 2015. Although this represents an improvement on the users seen in the final quarter of 2015, it is still below the user numbers seen in months' previous. In August 2015, there were over 7,400 users and the reduction in user numbers indicates the app is not delivering the experience required by customers. Although previous performance issues with the app have now been resolved, customers have not returned to the product and recent comments on the Google Play App Store confirm this, although the App is still rated at 3.5/5.0 stars, compared to the Auckland Bus App, developed by a third party, which is rated at 4.1/5.0 stars.
- The AT public transport app was used by 50,687 customers in January 2016, compared to 51,970 in December 2015. There were almost 3,000 new users in January 2016.

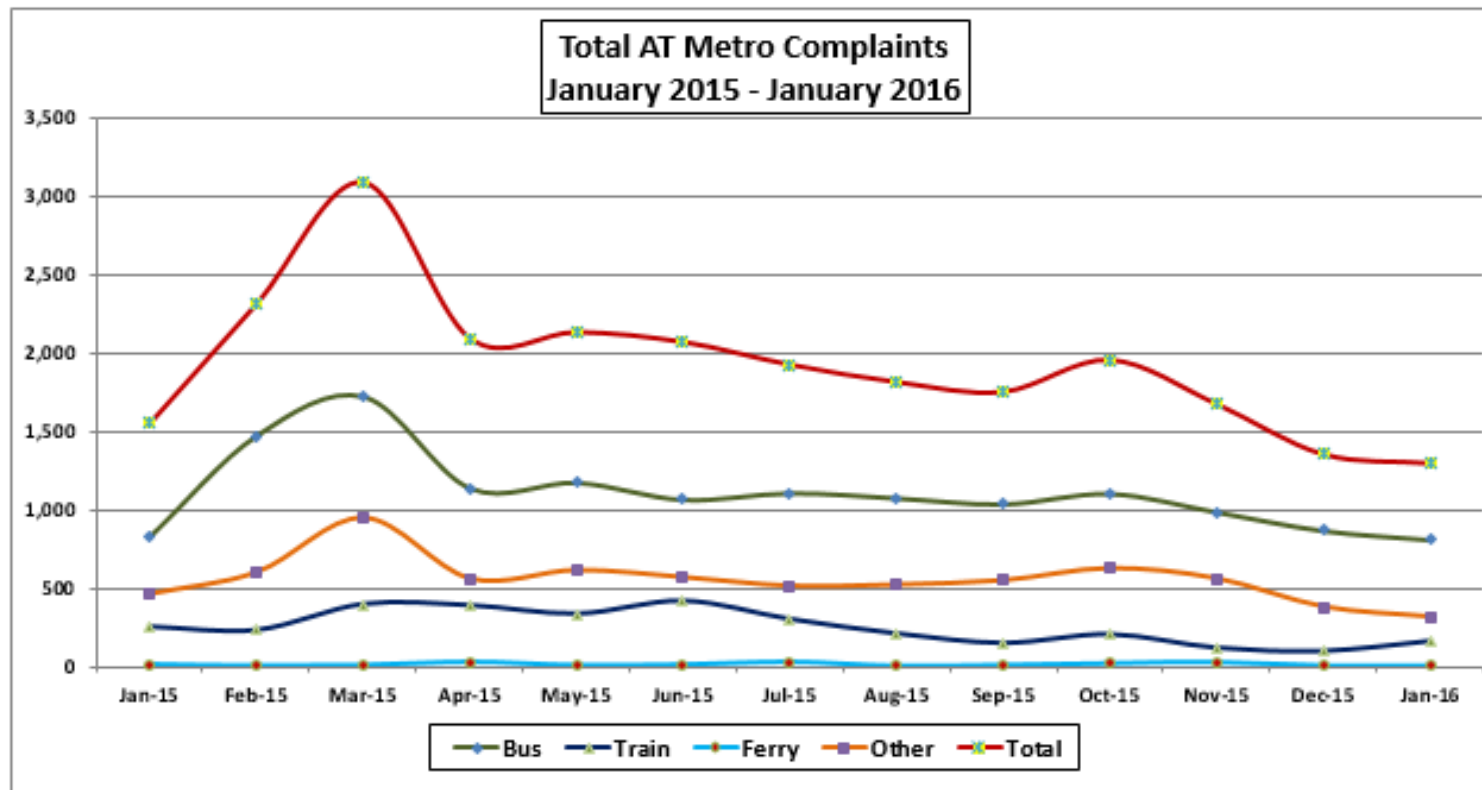
There were over 292,000 individual user sessions across the month. This level of activity is lower than in December and reflects the extended holiday season and the 2016 school year has not yet commenced. The App has been rated at 3.1/5.0 stars on Google Play App Store, compared to The Auckland Transit App, developed by a third party that is rated at 4.5/5.0 stars.

- Following successful implementation of the new Journey Planner in November, facilitating multi-modal and multi-trip journeys, the first wave of enhancements and functionality improvements were released in January 2016.
- The AT public transport website had over 1.26 million page views across the 10 most popular pages, which compares favourably to the 1.27 million page views in December 2015. In January, website activity included almost 495,000 page views in relation to the journey planner and 129,000 timetable page views. The strong performance in Journey Planner queries in January reflects the improved functionality being provided to customers and the recent system enhancements delivered in January.
- In the past 12 months, there have been over 1,080,000 visits to the Metro Customer Service Centres (CSC), an average of almost 2,960 visits per day. The Britomart CSC has handled over 525,000 customer visits during the previous 12 months.
- The combined customer visits to the Customer Service Centres (CSC) for January 2016 was 74,198, a decrease of 7,523 (9.21%) on December's visitor numbers of 81,721. However, visitor numbers were significantly up on the same period in 2015, increasing by 4,219 (+6.02%) from 69,979 in January 2015. The increase in visitors was in part due to more AT HOP queries and card sales, partly due to the impending start of Term 1, 2016 for both primary and secondary pupils in late January and early February. This is also reflected in the year-on-year increases in visits in relation to concessions. However, there was a reduction in the number of journey planning queries, which indicates that more customers are moving towards self-service journey planning, following the implementation of the new Journey planner in November 2015. The CSC Team is also continuing their focus on encouraging customers to consider self-service options, with almost 9,000 customers assisted in using Ticket Machines and online top-ups as alternatives. This frees up staff time to assist other customers with more complex queries.
- In the past 12 months, there have been over 1,080,000 visits to the AT Metro Customer Service Centres (CSC), an average of almost 2,960 visits per day. This compares to just over 858,000 visits in the 12 months to 31 January 2015, an overall increase of almost 222,000 (+25.9%) visitors during the period. The Britomart CSC has handled over 525,000 customer visits during the previous 12 months.



Customer Complaints:

- Customer complaints overall have continued the downwards trend seen since October 2015, falling by 657 (-34%) during the three month intervening period. There has also been a reduction in total complaints of 385 (-8%) between the comparative three month periods of Nov 14 – Jan 15 and Nov '15 – Jan 16. This reduction has been achieved against an increase of over 6% in total patronage between these two comparative three month periods, reflecting the customer-focused improvements in services and customer information being delivered by AT Metro.
- Overall, there have been significant reductions in complaints relating to operational (Fail to Run, Late Running, Fail to Uplist etc.), particularly from bus customers. This reduction in complaints reflect network wide initiatives being delivered, including amongst other improvements, the introduction of new services and additional double decker buses on the Northern Express service.



9. PT Adoption Marketing and Promotional Campaign Programme

The PT Adoption process and accompanying diagnostic tools are a foundation to the AT Metro marketing and promotion plan. The 12 month campaign planner is reviewed on a monthly basis, with a 90 day forward focus. The current campaign planner continues with six key themes: 1. Year Shapers (Double Deckers, New Network, Simplified Fares, Britomart changes, EMU roll out completion, CRL, SuperGold); 2. New Network Consultation; 3. Operational and service changes; 4. Customer segment specific initiatives (Tertiary, SuperGold, Education, Leisure, Events, Visitors); 5. Modal specific promotional activities (Bus, Train, Ferry, Multi-Modal); 6. Investigation (off peak, shoppers, New Movers).

Multi-modal campaigns:

- Annual fare review comms in market. Some revised fares, removal of the CBD zone fare and aligning Orakei train station to two stages in line with bus will be introduced on the 28th February 2016
- Chinese New Year 'Thank you'
- Where is my local AT HOP retailer, for AT HOP top-ups and card purchases

- HOP card penetration/sales in South and West Auckland
- Hibiscus Coast new network activation (focus on Millwater and Arkles Bay new services)
- Destinations and HOP card promotion for Summer cruise ship season in conjunction with ATEED (iSites)
- 'Avoid the drama' promotion to encourage off peak public transport use, particularly for restaurant, bar and event destinations

Train:

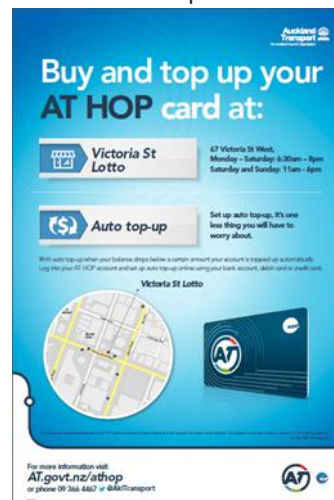
- Safety campaign for Western line electrification continues.

Ferry:

- Preparation of comms for the new Pine Harbour timetable launch at end-February
- Bus meet ferry info for Waiheke
- Gulf harbour improved bus services

Bus:

- Birkenhead Transport timetable change comms in market- additional bus frequency along Glenfield Road and Onewa Road to improve capacity
- Howick and Eastern capacity change comms in market. One additional trip each to the 545, 575 and 580 services in East Auckland to improve customer travel options
- Wellesley St outbound bus stop changes comms in market. Moving Express buses to the North Shore from the stop on Wellesley Street, outside the Civic, 150m up the road to reduce the crowding of buses on Wellesley Street
- Double deckers campaign in market. Telling Aucklanders about the 56 new double deckers that will be introduced into service over the coming months
- Northern Express bus backs promoting extension of the NEX to Hibiscus Coast Station



10. AT Metro Safety and Security

Multi-modal:

- Strategy discussions are progressing with Police around an enhanced joint approach to Metro security and fare enforcement.
- Extensive Police and Metro security personnel were deployed and coordinated from ATOC for the December 2015 Christmas in the Park event. The evening passed without major incident.

Train:

- An upgrade to the Britomart Safety Management System has been completed.
- Additional pedestrian crossing lights and barrier gates will be installed at Morningside pedestrian crossing over the Easter line closure.

Bus:

- Bus operators are being trained in the new AT H&S system. We are seeing an increasing level of engagement from operators with a corresponding level of reporting.

Ferry:

- Works continued to migrate feeds from CCTV cameras at outer wharves into ATOC.